



What the agent does alone, and what is logged

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Three reversible actions, four human decisions · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **Only three actions happen without a request, and each is withdrawn with one word.** Everything else waits for a decision by the admissions office.

The three automatic actions

Action	What it does	What stops it
Chasing a missing document	Day 2, day 8, day 15, on the channel chosen by the patient or the insurer	The document arriving, within the second — no reminder afterwards
Matching the five identity traits	Before anything is written; duplicate files flagged	No merging: the documented match goes to the identity vigilance team

Action	What it does	What stops it
Daily record	Entries prepared, missing documents, files taken out of the batch, answers sent	Goes to the head of the admissions office alone

Duplicates, over the quarter

Measure	Result
Duplicates raised	84
Merges confirmed by the team	79
Matches set aside	5 — two different patients, and it was worth checking

The four decisions that stay with a person

Decision	Who takes it	What the agent brings
Approving a file before entry	The reception and admissions officer	The complete file, the gaps named
Settling what goes to billing	The head of the admissions office	The 273 statements, discrepancies first
Merging two patient files	The identity vigilance team	The documented match and the document that settles it
Answer outside the twelve subjects	The admissions officer	The reply drafted and sourced within two hours

Across 8,450 files over two quarters, those acts were performed 8,450 times by a person. This is not a setting that could be loosened: it is the way the agent is connected, and the log proves it line by line.

What is measured, and what is advised against

Indicator	Proposed?	Reason
Complete files at entry	Yes	Measures the service delivered to the patient
Deadlines met	Yes	Measures the promise made to families
Documents obtained first time	Yes	Measures how clear the request was
Calls answered	Yes	Measures the service's availability
Admissions handled per officer	Advised against	Once tracked it becomes a target; time gets saved where it costs least, and identity checking is the first thing to give way — the instrument destroys what it measures

If management still wants an individual indicator, the agent produces it, bringing the prior information of staff, the written purpose and the retention period.
The decision belongs to the hospital, and it is handed over documented.

For the hospital to settle

Four indicators retained for the service dashboard: _____

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